

Quality system at CUCES
(The joint Continuing Education service of two Nancy Universities)

The case study is focuses upon two questions: the implementation of the quality system at CUCES and the adoption of the general quality mechanisms and indicators of the learning organisation by different academic departments.

It describes the different stages of implementation at institutional level. An example is given to illustrate the adaptation of the general quality indicators and mechanisms in the context of one particular department.

The case study demonstrates: a) the need for coordination of the quality system at different levels of the learning organisation, b) the importance of the transfer and the realisation of the project's main quality objectives at an operational level and c) the importance of the individual adoption of the quality mechanisms by the departments.

The study illustrates the problem from two perspectives: that of a member of the quality committee of CUCES (the conception of the quality assurance system at institutional level) and that of the director of a learning department (the applications).

Key themes

Quality improvement

ISO 9001

Team working

Andrée Collot/Andrea Zackova, CUCES-Universités, Nancy, France

Email: Andrée.Collot@cuc.es.u-nancy.fr / Andrea.Zackova@cuc.es.u-nancy.fr